

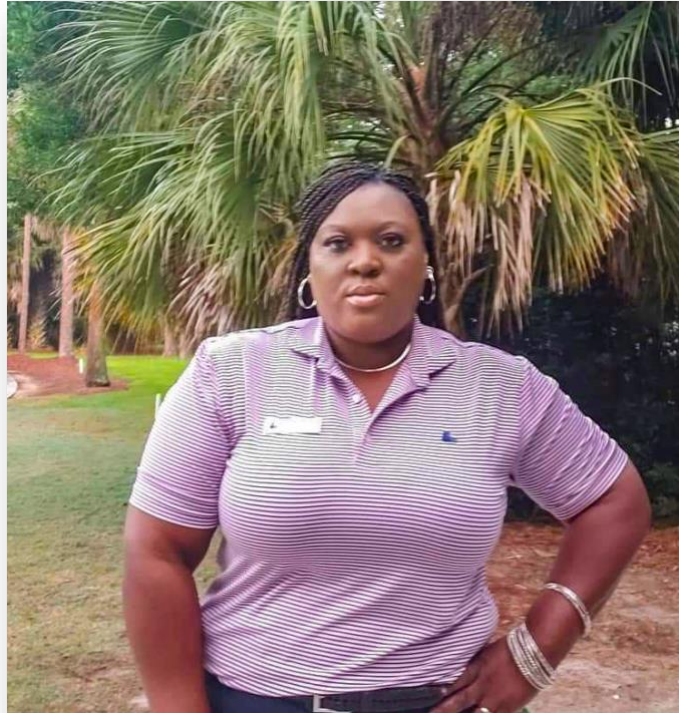
## **Peggy Kirkland, Assistant Housekeeping Manager**

**“In a team it doesn’t matter your position or title, it’s all hands on deck”**

Peggy Kirkland has cultivated a talent that is as rare as it is valuable: she is able to look at the world through another person’s eyes.

The work of the 16 members of the housekeeping staff is guided by a three-page checklist. But at the heart of it, she says, is “looking high and low and stepping back and seeing the comfort stations and other facilities from a member’s point of view, what might catch their eye.”

Kirkland is the assistant housekeeping manager for The Landings Club, a new role for her. She had been a field inspector for only a few months before being promoted to number two in her department. Prior to that, she was a custodian for nine years and her main assignment was keeping the 12 restrooms on the Club’s six golf courses in pristine condition.



Now, she brings that same way of seeing to her work supporting the porters and housekeepers at all of the clubhouses and restaurants, the Deck, Franklin Creek, the Tennis Center, the Wellness Center, the administrative offices and other Club facilities.

“It’s amazing how quickly dust accumulates. Members don’t want to see cobwebs or dead bugs or hard water marks. I look at the kickplates of doors, and make sure they’re polished and have a nice finish. I make sure the pillows are turned correctly with the zipper hidden and that they are fluffed. I look in corners and around the bases of faucets and we want to make sure the bottoms of toilets are taken care of. I look for smudges on the glass of doors. It seems like everyone has a favorite spot they like to touch on the door and that’s everywhere but the handle.”

The question she asks herself as she goes through her day is: “What is the first impression that members are going to have when they look at a building?”

Kirkland, 43, grew up in Savannah and raised her daughter, Tybriesshia, 25, and her sons, James, 23, and Tyreek, 18, here. When she was young, her grandmother was pastor of the Faith Temple

of Deliverance as well as another church in Hardeeville. Kirkland now is a minister and the administrator of Mountain of Holiness Church.

Enjoying time with her children and working and worshipping at her church takes up most of her free time. “Church gives me time to worship and give that time to God, which helps me stay centered and balanced in my life.”

Her faith also influences how she goes about her work. “I always use a phrase that I heard a lot in church, which is you let your work speak for you. Members may not know me personally but I want them to know that, if Peggy did it, it’s going to be right. That’s the standard I set for myself.”

Now that she’s in a position of leadership, she shares that work ethic with her team. No two people are the same, she says, and they have different needs and challenges and she has to support them, motivate them, and help them stay focused on their goal.

“In a team it doesn’t matter your position or title, it’s all hands on deck, and we’re all here to clean.”

*By Rick Colvin, a member whose career as a journalist included 12 years with the Los Angeles Times.*